

Caregiver Training Memorandum of Understanding (MOU)

Between
Home and Community Services Division (HCS)
and
Training Administrator
(7/2009)

Name of Business

Address

City

Zip Code

County

Web site:

Training Administrator's Name

Telephone () FAX ()

E-mail address

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The MOU is only one part of the application process required for a person or business to provide HCS caregiving classes. The Training Administrator and Instructor Application packet must also be submitted *and approved* by HCS prior to scheduling or offering classes.

This agreement is between the Training Administrator and Home and Community Services (HCS). HCS is a division of Aging and Disability Services Administration.

This Memorandum of Understanding (MOU) applies to teaching the DSHS developed 28 hour Fundamentals of Caregiving curriculum or approved Basic Training alternative curriculums and all other curriculums listed.

In this document, the *Training Administrator* is the person who performs the administrative functions required to hold the training. The *Instructor* is the trainer. In some cases, the same person will perform both functions.

Please review the entire MOU carefully. By signing the MOU and sending it to HCS, the Training Administrator agrees to all of the requirements outlined below.

This agreement is not effective until signed by both the Training Administrator and a HCS official.

I. Training Administration

A. General Policies for the Training Administrator

The Training Administrator agrees to:

1. Use and adhere to the current version of DSHS-developed curriculum and materials for all courses covered by this MOU.
2. Use and adhere to a current and approved alternative curriculum for Basic Training using DSHS developed reports, evaluations and tests.
3. The following training standards:
 - a. Training, including all breaks, must not exceed eight (8) hours within one day.
 - b. Training must include regular breaks.
 - c. Students attending classroom training must not be expected to leave the class to attend to job duties, except in an emergency.
 - d. Classes should be taught over a short time frame, completing the course in a 2-3 week period.

HCS agrees to:

1. Provide a master copy of the DSHS developed student curriculum and materials at the time of approval to the Training Administrator.

B. Student Policies – All Courses

The Training Administrator agrees to:

1. Develop a refund policy, cancellation policy, schedule change policy, replacement cost of certificates, and provide students these policies in writing.
2. Charge class participants a statewide maximum fee of **\$4.30** per hour of instruction as “urban” and **\$5.18** per hour in those designated “rural”:

- Revised FOC (28 hours)
 - MFOC self-study (7 hours)
 - Nurse Delegation Core Training for Nursing Assistants Self-study (9 hours)
 - Nurse Delegation Training for Nursing Assistants Special Focus on Diabetes Self-Study (3 hours)
 - Approved Alternative Curriculums (hours are varied)
3. Offer flexible class schedules to include evening and weekend classes to accommodate a variety of working schedules.
 4. Keep a waiting list if a class is full and contact students on this list with the next training date available.

C. Record Keeping and Reporting to HCS

The Training Administrator agrees to:

1. Maintain a record of successful course completion for each student for a **minimum of 6 years**.
 - a. A record of successful course completions may include a copy of a class list that includes the date and name of students who successfully completed a class or a copy of the training certificate with the student's name and date of course completion.
 - b. Agrees to transfer to DSHS/HCS these student records if either party terminates this MOU.
2. Keep a copy of current professional licenses (NAC, LPN, RN, etc.) of its instructors on file.
3. Send to DSHS/HCS a Student Evaluation Summary for each completed course to DSHS/HCS **quarterly** (at a minimum). These are due for the previous quarter by: January 15, April 15, July 15, and October 15.
4. Send to DSHS/HCS a *Caregiving Class Report* form for each completed course **quarterly** (at a minimum). These are due for the previous quarter by: January 15, April 15, July 15, and October 15.
5. If this task is delegated to the Instructor, the Training Administrator is responsible for ensuring the reporting has been done in the timeframes specified above.

HCS agrees to:

1. Supply the Training Administrator with a master copy of all DSHS/HCS required reporting forms.

D. HCS Quality Assurance and Monitoring

The Training Administrator agrees to:

1. Allow DSHS/HCS access to the Training Administrator's records to verify compliance with this MOU. The Training Administrator will provide DSHS/HCS access at its place of business or mail the materials to DSHS/HCS whichever is requested by DSHS/HCS. DSHS/HCS may request such access without prior notice.
2. Allow DSHS/HCS to observe classes without prior arrangement.

E. Testing Requirements for Written Tests - All Courses

The Instructor agrees to:

1. Follow the DSHS/HCS testing guidelines provided with the curriculum.
2. Give the test, supervise student(s) at all times, score, and provide student feedback on the test.
3. Provide a test environment conducive to taking a test (temperature, lighting, quiet, and private).
4. Not coach any student before or during the test on the test answers.
5. Award an ADISA Training Certificate to students who successfully complete the course in a timely manner. Insert number of hours of course instruction on the certificate: 28 hours, 16 hours, etc. and name of curriculum used.
6. Re-issue a Training Certificate, if requested by the student at a later date, for a nominal fee.
7. Keep the tests, answer keys, and the master for the training certificate in a secure location.

HCS agrees to:

1. Supply the Training Administrator with HCS testing guidelines and masters of the student test and answer key.

II. Instructors

A. Minimum Instructor Qualifications

1. Minimum Instructor Qualifications for:

- Revised FOC (28 hours)
- MFOC self-study (7 hours)
- Nurse Delegation Core Training for Nursing Assistants Self-study (9 hours)
- Nurse Delegation Training for Nursing Assistants Special Focus on Diabetes Self-Study (3 hours)
- Approved Alternative Curriculums (hours are varied)

a. Teaching experience

- i. A minimum of 100 hours teaching adults in a classroom setting on topics directly related to the basic training; or
 - ii. 40 hours of teaching while being mentored by an instructor who meets these qualifications and attend a class in adult education that meets the requirements of WAC 388-112-0400.
- b. If an instructor of other classes has a current license or certification in Washington State, it must be in good standing, and there can be no history of license or certification revocation/suspension.
 - c. A high school diploma.
 - d. A minimum of one-year professional work experience within the last five years in an adult family home, boarding home, providing care in private homes, or supported living through the Division of Development Disabilities.
 - e. In depth knowledge of the course content or units being taught.
 - f. Excellent oral and written communication skills.
 - g. Willingness to teach all HCS curricula as designed.
 - h. 21 years of age.

- **Nurse Delegation Core Training for Nursing Assistants Self-study (9 hours)**
- **Nurse Delegation Training for Nursing Assistants Special Focus on Diabetes Self-Study (3 hours)**
 - a. A current RN license in good standing and no history of license or certification revocation/suspension.
 - b. Professional work experience in an adult family home or boarding home as a delegating nurse.
 - c. Appropriate knowledge of the course content.
 - d. Excellent oral and written communication skills.
 - e. Willingness to use all ADSA curricula as designed.
 - f. 21 years of age.

B. Hiring Instructors

The Training Administrator agrees to:

1. Obtain DSHS/HCS approval for any instructors prior to scheduling them to teach.
2. Ensure all instructors meet the minimum qualifications as specified in section 2A above.
3. Have procedures for hiring instructors that give priority consideration to candidates with the following desirable qualifications:
 - a. Understanding of adult learning principles and documented ability to use the most effective teaching methods.
 - b. Proven skills in successfully engaging student participation in classroom activities.
 - c. Documented ability to teach adults in a classroom setting where students have one or more of the following:
 - i. Varied levels of ability, experience, and/or knowledge ranging from no knowledge to professionals with years of experience;
 - ii. Anxiety about classroom settings and/or testing;
 - iii. Literacy or learning disabilities; or
 - iv. Varied levels of ability to read, speak, and/or write English.
4. Ensure if an instructor is inexperienced with the teaching skills/methods and theory listed above, to take steps (continuing education, self study, observation of other instructors) within a reasonable time period to bring them up to professional teaching standards.

III. Classroom Courses

A. Requirements Unique to Revised Fundamentals of Caregiving

The Training Administrator agrees to:

1. Ensure that the instructor uses skills/methods that actively engage the student in the learning and skills demonstration process.
2. Ensure the following equipment is available:
 - a. A skills practice area with a bed, chair, hand washing facility, and equipment and supplies for teaching activities of daily living (ADLS).
 - b. A wheelchair.
 - c. A mannequin.

3. Not use the video version of the Fundamentals of Caregiving (22 hours) course.
4. Include guest speakers, when appropriate, incorporating a multidisciplinary instructional staff and utilizing instructors in their areas of expertise (RN, OT, PT, Nutritionist, MSW).
 - a. Guest speakers will have expertise in the area which they are speaking and an appropriate background in relating this expertise to a caregiving setting.
 - b. The guest speaker does not have to meet all the qualifications of an instructor (see "Minimum Instructor Criteria") unless they will be teaching major sections of the course regularly or participating in evaluation of students.

IV. Self Study Courses

A. General Requirements Unique to Self-Study Courses

The Training Administrator/Instructor agrees to:

1. Have an easily accessible registration system by telephone, fax, mail, or email with an option for speaking to a person directly.
2. Provide each student with his/her own copy of the DSHS/HCS approved course materials.
3. Introduce the student to the material, course policies and procedures, and be accessible to answer student's questions while they are taking the self-study.
4. Review the Student Workbook prior to testing to ensure students completed the self-study exercises.
5. Offer flexible testing schedules including some evening and weekend times to accommodate a variety of working schedules.

B. Requirements Unique to Modified Fundamentals of Caregiving Self-Study

The Training Administrator agrees to:

1. Only offer Modified Fundamentals of Caregiving as a self-study.
2. Only offer to RNs, LPNs, CNAs, OTs, PTs, and Medicare Home Health Aides.

C. Requirements Unique to Nurse Delegation Core Training for Nursing Assistants Self-study (9 hours)

The Training Administrator agrees to:

1. Give/rent/ or sell each student a copy of the Nurse Delegation Core Training for Nursing Assistants Self-Study and Diabetic Insulin Injection Self-Study training:
 - a. Only a nominal fee for video/DVD rental can be charged.
 - b. If asking students to purchase the video/DVD, the student can only be charged the cost of reproduction.
2. Be responsible for maintaining master videotapes/DVDs.

D. Requirements Unique to Nurse Delegation Training for Nursing Assistants Special Focus on Diabetes Self-Study (3 hours)

The Training Administrator agrees these DVD's:

1. Must not be permanently given or sold to students.

2. Are your “lending library”. It is up to you to determine what lending policy to use for the DVD’s. You:
 - a. May require a deposit and refund it when the student returns the DVD.
 - b. Must provide policies to students in writing when they pick up materials.
 - c. You cannot withhold the ADSA Training Certificate if the DVD is not returned and the student passes the test. If you believe that you will have difficulty getting DVDs back, consider the return of the DVD as mandatory before giving the student the test. This should be part of your DVD return policy and given in writing to the student for either training.

V. Period of Approval

Unless otherwise noted this MOU extends for one year from the date HCS and the Training Administrator signs and dates it.

Both the Training Administrator and HCS reserve the right to terminate this MOU by giving written notice to the other party. HCS may terminate this MOU if the Training Administrator does not fulfill the requirements of the MOU and other policies and procedures as required by HCS. No administrative hearing rights are available to contest the termination by HCS of this MOU for convenience or otherwise.

Please check the courses below that you are applying to offer.

- ☐ Revised Fundamentals of Caregiving (FOC) (28 hours)
- ☐ Basic Training/Alternative Curriculum (varied hours)
- ☐ Modified Fundamentals of Caregiving Self Study Course (MFOC)
- ☐ Nurse Delegation CORE Training for Nursing Assistants Self-Study (9 hours)
- ☐ Nurse Delegation Training for Nursing Assistants Special Focus on Diabetes Self-Study (3 hours)

Training Administrator's Signature and Date

HCS Official's Signature and Date